

# Top Citizen Request Report

Report Range: 8/1/2011 - 8/31/2011



Mayor Menino believes that government is about helping people. A core part of this focus is an attention to basic quality of life issues. This includes responding to citizen requests for City services such as filling potholes, removing graffiti, and ensuring that city streets are clean, safe and well-lit.

This report outlines the top requests the City has received through the Mayor's Hotline, Citizens Connect mobile applications, and online. It provides City managers with an up-to-date understanding of the concerns of citizens and the actions the City is taking to address them.

## **Public Works Department**

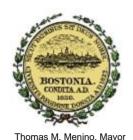
| Service Request (SR)                           | # of SR's | Expected Days to Close Case | Average Days to Close Case | % of SR's Meeting<br>Expectation |
|--|-----------|-----------------------------|----------------------------|----------------------------------|
| Schedule a Bulk Item Pickup                    | 2298      | 2 biz days                  | 0.7                        | 96.3%                            |
| Highway Maintenance                            | 616       | N/A                         | 9.3                        | N/A                              |
| Street Light Outages                           | 524       | 10 biz days                 | 21.7                       | 77.5%                            |
| Missed Trash/Recycling/Yard<br>Waste/Bulk Item | 407       | 2 biz days                  | 0.8                        | 100.0%                           |
| Request for Recycling Cart                     | 378       | 20 biz days                 | 10.6                       | 93.5%                            |
| Request for Pothole Repair                     | 212       | 2 biz days                  | 12.3                       | 82.1%                            |
| Sidewalk Repair (Make Safe)                    | 194       | 2 biz days                  | 4.3                        | 84.2%                            |
| Pick up Dead Animal                            | 141       | 1 biz days                  | 0.0                        | 99.3%                            |
| Requests for Street Cleaning                   | 95        | 2 biz days                  | 0.5                        | 96.8%                            |
| Recycling Sticker Request                      | 80        | 2 biz days                  | 1.7                        | 94.7%                            |

## Inspectional Services Department - Code Enforcement Division

| Service Request (SR)                          | # of SR's | Expected Days to Close Case | •   | % of SR's Meeting<br>Expectation |
|---|-----------|-----------------------------|-----|----------------------------------|
| Improper Storage of Trash (Barrels)           | 197       | 2 biz days                  | 1.8 | 93.9%                            |
| Poor Conditions of Property                   | 123       | 3 biz days                  | 2.2 | 97.7%                            |
| Illegal Dumping                               | 88        | 1 biz days                  | 1.8 | 65.2%                            |
| Parking on Front/Back Yards (Illegal Parking) | 24        | 3 biz days                  | 2.0 | 92.0%                            |
| Illegal Posting of Signs                      | 21        | 1 biz days                  | 2.4 | 81.8%                            |

### **Property and Construction Management**

| Service Request (SR) | # of SR's | Expected Days to Close Case | •    | % of SR's Meeting<br>Expectation |
|----------------------|-----------|-----------------------------|------|----------------------------------|
| Graffiti Removal     | 177       | 45 biz days                 | 17.8 | 98.6%                            |



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#### Parks Department

| Service Request (SR)      | # of SR's | Expected Days to Close Case |       | % of SR's Meeting<br>Expectation |
|---------------------------|-----------|-----------------------------|-------|----------------------------------|
| Tree Emergencies          | 1240      | 1 biz days                  | 1.4   | 88.1%                            |
| Tree Maintenance Requests | 428       | 545 cal days                | 116.6 | 97.2%                            |
| Park Maintenance Requests | 376       | 5 biz days                  | 24.3  | 58.0%                            |
| New Tree Requests         | 54        | 720 cal days                | 376.6 | 79.7%                            |
| Parks Lighting Issues     | 15        | 7 biz days                  | 150.4 | 71.5%                            |

### **Boston Transportation Department**

| Service Request (SR)                       | # of SR's | Expected Days to Close Case | •    | % of SR's Meeting<br>Expectation |
|--|-----------|-----------------------------|------|----------------------------------|
| Traffic Signal Repair                      | 216       | 1 biz days                  | 1.8  | 90.8%                            |
| Abandoned Vehicles                         | 185       | 20 biz days                 | 12.7 | 100.0%                           |
| Sign Repair                                | 97        | 10 biz days                 | 9.2  | 81.7%                            |
| New Sign, Crosswalk or Pavement<br>Marking | 77        | 45 cal days                 | 31.5 | 75.0%                            |
| Missing Sign                               | 64        | 10 biz days                 | 13.0 | 53.1%                            |

#### Column Definitions:

- · Service Request: The type of service requested
- # of SR's: The number of service requests received during the reporting period
- Expected Days to Close Case: The timeframe the City expects it should take to close cases of this type
- · Average Days to Close Case: The average number of days it took to close cases of this type during the period
- % of SR's Meeting Expectation: The percentage of service requests during the reporting period which were closed under the expected number of daysr of days

#### Please Note:

Not all requests for service are covered in this report. The list above only reflects the requests received through the CRM system for "basic city services" departments. While these departments receive a wide variety of daily requests, only the most frequent request types are listed. Additionally, multiple calls can be made for the same instance of work. For example, three individuals may report the same pothole before it is repaired. For this reason, the number of constituent requests for service is not a reliable measure of the total work done by the City.

For some service requests the expected days to close column is marked as "N/A." Specific goals are not available for these service requests types due to the complexity of the process for resolving these cases and/or the wide variation between individual cases of this type. However, City officials consistently monitor these case types along with all others to ensure the timely delivery of services.

For help with any service or question, call 617-635-4500 or visit www.cityofboston.gov/mayor/24.